

Administrative Order



Administrative Order No.: 6-6

Title: Acquisition, Approval, Assignment, Installation, Maintenance and Billing of Wireless Devices

Ordered: 5/9/2006

Effective: 5/19/2006

AUTHORITY:

Section 4.02 of the Miami-Dade County Home Rule Amendment and Charter.

SUPERSEDES:

This administrative order supersedes previous Administrative Order 6-6, ordered and effective April 2, 1991.

POLICY:

It is the responsibility of the requesting department director to obtain approval for cellular phones and/or wireless devices from the Office of Strategic Business Management (OSBM) as well as the County Manager's Office (CMO). Unless otherwise specifically established by the County Manager, it is the responsibility of the Enterprise Technology Services Department (ETSD) to evaluate wireless equipment and service carriers, as well as to administer the acquisition, installation, maintenance, back-up, distribution and billing functions, and provide reports on usage. The departments and employees assigned a County wireless device are responsible for their proper use, consistent with this and other administrative orders and guidelines governing the use of County resources.

Wireless device assignments are subject to annual review by the County Manager's Office and ETSD to ensure continuing compliance with the approval criteria.

This administrative order shall not apply to traditional two-way radio handheld instruments used by the County's private radio communications network, nor numeric/alpha-numeric pagers.

APPROVAL OF WIRELESS DEVICES:

A. Departmental Requests

All wireless devices to be used by County departments must be approved by the respective Department Director, OSBM, and CMO. All departmental requests

must be submitted and justified via an approved service request form, or as otherwise established by ETSD.

OSBM and the CMO will review each request on a case-by-case basis, in accordance with the approval criteria identified below.

B. Approval Criteria

Category 1 – Executives, including Department Assistant Directors and above, who require a wireless device.

Category 2 - Miami-Dade Police, Fire, Correctional officers, or other public safety officials who require a wireless device for the protection of life and property.

Category 3 - All other requests recommended by the respective Department Director which strictly adhere to the approval criteria of this Administrative Order.

The following are circumstances under which cellular phones wireless devices will be considered for Category 3 requests:

1. The user's job requires making and receiving phone calls and/or text messages while in transit which are critical to the immediate safety of life and/or property.
2. The user's job requires making and receiving phone calls and/or text messages while in transit, and delayed communication would cause a significant interruption in delivery of services or a major negative economic impact to the County.
3. Other telecommunications methods such as fixed telephones, pagers, two-way radio, voice mail, electronic mail, or fax machines cannot provide cost effective, satisfactory communications.
4. The user's communications needs cannot be met through use of shared or pooled departmental wireless devices.

ACQUISITION:

Upon approval by the County Manager's Office, the equipment evaluation, acquisition, installation, air-time carrier and other services associated with the wireless device request will be determined by ETSD in accordance with established processes. Emergency acquisitions will require – at a minimum – verbal approval by the Department Director. Verbal approval must be followed by transmission of the Department Director's formal request in order to continue the use of the wireless device beyond 30 days.

ETSD will utilize available procurement vehicles, as established by the Department of Procurement Management (DPM), for the acquisition of wireless devices and associated services. Should specific acquisitions not be possible under such available procurement vehicles, then ETSD will consult with DPM to identify alternative procurement means as necessary.

OPERATING PROCEDURES:

ETSD will be responsible for establishing and administering specific operating procedures addressing or relating to: maintenance, repair, equipment warranties; lost, stolen or surplus equipment; customer service requests; telephone records; billing and charge-back costs; user training; departmental telephone liaisons; vendor and air-carrier coordination and any other wireless device issues related to the effective management of the County's wireless device function.

USAGE AND BILLING:

Departments are responsible for reviewing their monthly wireless device bills and for controlling the assignment, usage and charges associated with their devices. Departments that have been delegated billing and administrative functions are required to provide monthly usage reports to ETSD. Additionally, employees must not use a wireless device while operating a County owned vehicle, unless the device is operating in a hands-free mode. Department Directors will ensure that employees use the devices properly and hold their employees accountable for any improper use of wireless devices.

This Administrative Order is hereby submitted to the Board of County Commissioners of Miami-Dade County, Florida.

County Manager